

CITY OF MANISTEE, MICHIGAN

1988 CITIZEN SURVEY

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REPORT TO THE CITY OF MANISTEE, MICHIGAN ON THE FINDINGS OF THE  
1988 SUMMER "CITY OF MAINISTEE 1988 CITIZEN SURVEY."

I. PURPOSE OF STUDY

The City of Manistee contracted with the Center for Governmental Research (the Center) at Central Michigan University to conduct a survey of the residents of Manistee to determine:

- A. eligibility of the City for HUD funds;
- B. perceptions of residents about the community as a place to live;
- C. perceptions of residents about the quality of services provided by the city;
- D. perceptions of the residents as to the importance of the city providing services;
- E. perceptions of the residents to the availability of cultural and recreational opportunities in the city;
- F. Perceptions of the residents as to the responsiveness of units of Manistee Government; and,
- G. Sales Tax and Economic Development.

The City Council and City Administration demonstrated their awareness of the importance of delivering services to residents and the importance of measuring resident satisfaction with those services by causing this study to be undertaken.

II. METHODOLOGY

The Center at Central Michigan University conducted a mail survey of 814 randomly selected households in the City of Manistee, Michigan.

The City of Manistee provided the Center with a copy of the Polk City Directory in which the City had marked the addresses which were in the City Limits. From the Directory, the Center randomly picked 824 residents. The specific random mechanism was to draw every fourth address from a random starting point in the directory. A second pass through the directory was made selecting every third address to add to the sample, without replacement, until 824 addresses had been selected.

Given that Manistee has 2790 households a sample size of 341 would be sufficient for making a statement about population parameters. Based on the Center's and industry experience that surveys have low response rates the larger sample of 824 was taken to insure that sufficient responses would allow statistical statements with a 95% confidence interval at  $\pm 5\%$  accuracy to be made about the results of the survey.

Four mailings of instruments were made to members of the sample, June 14, June 24, July 5 and July 18, 1988. Four mailings were made because of the traditionally low response rate to mail surveys. Coinciding with the first, second and third mailings the City of Manistee released information to the press about the conduct of the survey to heighten public awareness of the larger study of which this survey was a part. At the time of the second mailing the project was also given news coverage on the evening news by the television station which services the area. At the time of the fourth mailing the Center Director wrote a letter to the Editor of the local newspaper encouraging participation by the members of the community who were in the sample

The first mailing was to the entire sample  $n_1=824$ . The second mailing was only to those members of the sample whose response was not received by the Center by June 24, 1988,  $n_2=517$ . The third mailing was only to those members of the sample whose response to either the first or second mailing was not received by the Center by July 5, 1988,  $n_3=345$ . And, the fourth mailing was to only those members of the sample whose responses were not received in the Center by July 18, 1988,  $n_4=219$ .

Mailings were made to the named person at the address in the city directory. Eleven (11) of those addresses were vacant and removed from the mailing list. This reduced the total sample to 813 households. Other returned surveys occasioned the Center to send subsequent mailings to "the current resident" at that address.

## II. FINDINGS

A total of 628 completed or partially completed surveys were returned to the Center by residents of Manistee resulting in a response rate of 77%. Accordingly, the Center is 99% confident that the population parameters obtained are correct with a  $\pm 5\%$  error.

A complete summary of responses to questions appears in Appendix A: Frequency Distributions by Question of this report.

To make the responses to negatively worded questions comparable to positively worded questions, questions 1 through 44 were coded so that +3 represents a strong positive response to the foil and -3 a strong negative response to the foil. Hence the weighting on questions 2, 3, 6, 8, 9, 10-13, 15, 17-19, 21, 24, 27, 34-36, 43, and 44 is the reverse of what one would think upon reading the question. This should be kept in mind when reading the discussion of the findings.

The +3 to -3 scoring of questions in terms of a positive to negative response to the subject of the question was adopted to make the responses comparable and to avoid the confusion inherent in discussing the raw values of the 1 to 7 scale on the questionnaire given this transformation.

Questions 1 through 44 contained an eight response category, "Undecided." This category was treated as a neutral response, category 4.

Survey questions were worded positively and negatively to obtain a thoughtful response to each question. If all questions were worded positively or set up so that a uniform response could have been made the study would have had a strong bias. In examining the responses to negatively and positively worded questions we found that there was no significant difference in the positive or negative reaction to the question based upon wording. To wit, the probability of differences occurring in any particular question because of direction of wording is less than 1 in 10,000. Hence, the results which follow are independent of the direction of wording

#### A. Eligibility of the City for HUD funds.

In July the Center transmitted a report to the City of Manistee documenting that 51% of the residents had incomes below HUD limits for the area to determine eligibility for HUD grants. Following is an update of that report which includes additional surveys received since that report was transmitted.

The specific question employed to determine the percentage of households in the City of Manistee below the FY 1988 HUD Income Limits was:

49. Based on the total number of people living in your household (family size), is your family's total annual income BELOW the following amounts?

My family Consists of:	Myself	2 people	3 people	4 people	5 people	6 people	7 people	8 or more people
Total Annual Family Income Is:	\$15,200	\$17,350	\$19,550	\$21,700	\$23,050	\$24,400	\$25,750	\$27,150

\_\_\_\_\_ Yes (below amount)      \_\_\_\_\_ No (above amount)

The following table summarizes the responses to Question 49 on the Manistee Attitudinal Survey as of August 12, 1988:

	Raw Frequency	Percent of Those Answering Income/Family Size Question
Income Below HUD Lower Limit	280	51.9
Income Above HUD Lower Limit	260	48.1
Did Not Answer Question, or Response not Coded*	88	NA
Column Totals	628	100.0%

\* Respondents who circled the size and income level category were the most common. Apparently indicating that this approximated their family size, income or both. We did not attempt to code these responses as either above or below the HUD limits. However, the best interpretation of these responses would be that they indicated family income/size at the HUD Lower Limit.

The Center for Governmental Research is 99% confident that the true proportion of households in Manistee below the HUD Lower Limit is 51.9%,  $\pm 5\%$ . The center is confident that indeed a point estimate of 56.9% is low for the following reasons:

1. Lower income and lower educated individuals have a lower response rate to surveys than do higher income and higher educated respondents.

2. See the footnote, \*, above, to the table of findings. We have reason to believe that significantly more households who did not respond to the question, yet marked the schedule explaining the questions, actually fall at or below the HUD Lower Limit.
3. We asked the City of Manistee to check our list of non-respondents to the first three mailings to ascertain response rates by 1980 census tracts. The response rate was twice as high for higher income census tracts than it was for lower income census tracts.

A master list of names and addresses surveyed is available and the Center will supply it for certification purposes if necessary.

#### B. Perceptions of Residents about Manistee as a Place to Live.

Questions 5, 12, 14, 16, 17, 20, 28, and 32 comprise a set of questions dealing with "Manistee is a good place to live." On a scale from -3 to +3, with -3 being the worst response and +3 being the best response, these questions had an average response of 1.45 with a standard deviation of 1.04. This means that residents of Manistee feel that they would moderately agree (a raw score of 5.5 on the questionnaire) with the statement that "Manistee is a good place to live."

The most positive response in this set of questions indicated that Manistee is a good place to bring up children (Question 32). The question with the least positive responses in this set indicates that traffic noise is a problem for 34.3% of the residents (Question 17.)

The Center analysis concludes that there is a significant difference in responses according to the section of town that respondents live in and their response to this question. People living West of Cyprus street had the most positive response to this question, and people living East of Cyprus street had the least positive response to this question. There is also an income differential to this composite question with people below the HUD limits responding less positively than people above the income limits. Clearly, there is a correlation between where people live and their income. Hence, we conclude that lower income people have a less positive response to living in Manistee than do people with higher incomes regardless of the section of town in which they live.



Our conclusion is that positive steps to increase income for low income households will have a positive effect on perceptions of individuals toward living in Manistee.

C. Perceptions of residents about the quality of service provided by the city.

Questions 11, 18, 22, 23, 24, 26, 27, 29, 38, 41, 42, and 44 were combined to generate an index of "Quality of City Services." On a scale of -3 (worst) to +3 (best) the residents of Manistee gave slightly better than a moderate agreement to the composite question "The City does a good job of providing service." The mean response to this question was 1.18 with a standard deviation of .91.

In order of service with the best response on the survey to the worst with the average score:

- Fire [question 26, 2.37]
- Rescue Squad [question 18, 2.08]
- Refuse Pick up [question 11, 2.05]
- Snow from Streets [question 41, 1.90]
- Water/sewage [question 29, 1.57]
- Parks [question 38, 1.09]
- Police [question 44, .93]
- Building Code Enforcement [question 42, .87]
- Street Sweeping [question 27, .67]
- Street Maintenance [question 22, .57]
- 5 Year Quality of City Service Decline [question 24, .11]
- Beaches and Bath houses [question 23, .10]

There is no significant difference in responses depending upon which section of the City the respondent lived, nor income level of the respondents.

The findings tend to suggest that either a service differential or a perception of service differential exists across the twelve services mentioned in the survey instrument. The pattern of negatively and positively worded questions did not show signs of significantly biasing responses.

If one is to assume that service quality differences exist across service functions, the Center recommends that the City establish priorities for services and then seek to bring services with the highest priority up to at least the mean for all services. For resident perceptions which might be taken as an indication of priorities see the next section of findings.

D. Perceptions of the importance of the city providing services.

Questions 1, 3, 4, 6, 7, 9, 15, 21, 30, 33, 36 and 40 were combined into an "Importance of Service Index." With -3 being a worst response (least important) and +3 being a best response (most important), the average index was 1.99 with a standard deviation of .83. This means that the respondents tended to agree that the services presented are important.

Neither income nor section of town showed significant differences in responses patterns across this set of questions.

In order of most important, +3, to least important, -3 respondents collectively rank the services present in the questionnaire as follows:

Rescue squad	[Question 40, 2.66]
Refuse pickup	[Question 33, 2.42]
Maintaining beaches and parks	[Question 9, 2.35]
Street Repair	[Question 3, 2.33]
Street snow removal	[Question 1, 2.15]
Brush and leaf pickup	[Question 30, 2.07]
Sewer separation	[Question 15, 2.04]
Sidewalk snow removal	[Question 6, 1.79]
Maintaining bath houses	[Question 36, 1.78]
Street cleaning	[Question 7, 1.51]
Housing and building code enforcement	[Question 21, 1.46]
Street tree service	[Question 4, 1.05]

Employing a measure of compared ranking between services which are both in this category, importance of service, and which are in the set of questions dealing with quality of service, we find a moderate agreement. That is to say, respondents ranking of quality of service and importance of service across street snow removal, street repair, beaches and parks, storm water control, housing and building code enforcement, refuse pickup, and rescue squad indicates that respondents' perceptions of quality of service provision roughly matches respondents' perceptions of the relative importance of these activities.

#### E. Perceptions of Government Responsiveness.

Questions 8, 10, 31, 37, and 43 were combined into a "government responsiveness index." With +3 indicating very responsive to -3 indicating not responsive at all, the average citizen of Manistee would tend to weakly agree that government is responsive with an average score of .87 and a standard deviation of 1.11.

There were no significant differences in response to this set of questions across income levels of respondents nor section of the city in which respondents live.

Ranking the units of the city government based on citizens responses to this set of questions produces the following:

- Fire [question 37, 1.96]
- City Hall [question 31, 1.07]
- Police [question 10, .83]
- Garage [question 43, .61]
- City Council [question 8, .19]

It is important to keep in mind that the ranking is based upon citizen perception of responsiveness. When a citizen calls for service he/she wants the service now. In the case of fire, rescue squad, and police protection that is a reasonable expectation in most cases. However, citizens are not likely to differentiate between responses to requests which involve life threatening situations and those which are significantly less serious. Accordingly, a study of the kinds of requests for service which are received by each unit needs to be done before any action is taken based upon the above ranking.

Citizen requests of City Councils are likely not to be met due to the very nature of a legislative body and its function. Citizens do not understand that law making is not well suited to resolving specific problems, nor do they understand the nature of compromise and collective decision-making. It is often the case that citizens hold individual members of legislatures in high esteem and feel as if that legislator is doing a good job while at the same time holding the legislature as a whole in low esteem and feel as if it is doing a poor job. In short, the low score the City Council received is representative of similar scores for all legislatures in America.

#### F. Perceptions of Recreational and Cultural Activities.

Questions 2, 13, 34 and 35 were combined to produce a recreational/cultural index. The combined question would be that "Manistee has adequate recreational and cultural facilities." Again +3 is a best score and -3 is a worst score. The average respondent would slightly disagree with an average score of -.19 and a standard deviation of 1.49. The rather large standard deviation indicates that there was little consensus on this index.

There were significant differences by both income and section of the city on this set of questions. Residents living West of Cypress Street were neutral on this question while residents in the other two sections of Manistee were slightly negative on this question. Low income respondents were significantly more negative than were higher income respondents.

Ranking the questions in this index would be misleading. However, it is important to point out that question 25, dealing with recreational opportunities for teenagers received the worst average response on the entire questionnaire.

It is clear that lower income and higher income respondents view opportunities differently. That difference will largely be dependent upon ability to find and pay for recreation and cultural activities. Given the rather large low income segment in the community, perceptions of recreational and cultural opportunities will change with income increases in those below the HUD limits and/or significant increases in city programs.

Question 39 asked if the City should have an indoor, year-round swimming pool. The average respondent agreed with this proposal with a mean score of .79 and a standard deviation of 2.38. However, there is significant variation in the response to this question based upon age, income, and respondent's attitudes about the adequacy of recreational/cultural activities in Manistee. Specifically, older, lower income respondents who feel that there are not many recreational/cultural opportunities tend to reject the swimming pool more than other respondents. One might conjecture that how the facility were to be financed might be an important factor in gaining public support for the year-round pool. Or, more importantly, not generating a strong opposition.

#### G. Sales Tax and Economic Development.

Question 25 asked if the city should have an income tax to reduce property tax rates. 58% of the respondents reacted negatively to this proposal while only 16.5% reacted positively.

Question 19 asked if the city were making progress in the area of economic development. 25.1% of respondents feel that the city is making progress in this area while 54.9% felt it was not.

There were no significant income nor section of city differences in responses to these two questions.

#### IV. SUMMARY AND CONCLUSIONS

##### INCOME AND ECONOMIC DEVELOPMENT

Manistee has over 50% of its population below the HUD limits for low income families.

Citizens of Manistee do not tend to feel that the City is making progress in the area of economic development. See question 19 with an average response of -.8 with +3 being a best response and -3 being a worst response.

Positive steps to bring jobs to Manistee would appear to be the most important goal for the community.

##### MANISTEE IS A GOOD PLACE TO LIVE

Of the evaluative questions on the survey the quality of life in Manistee received the highest average responses. With an average of 1.45 on this set of questions from a maximum of +3 and a minimum of -3, and a standard deviation of 1.04, it is clear citizens view the community as a good place to live.

##### QUALITY OF GOVERNMENT SERVICES

The set of questions evaluating the quality of services provided by the City of Manistee indicate a general level of satisfaction with service. On average citizens agreed that service was good in all 12 categories. With a maximum score of +3 and a minimum score of -3 citizens rated quality of service at 1.18 with a standard deviation of .91.

Citizens perceive that the quality of service has remained the same over the past five years.

The following is the ranking of services by perceived quality. A best score is +3 and a worst score is -3.

Rank	Service	
1	Fire	[2.37]
2	Rescue Squad	[2.08]
3	Refuse Pick Up	[2.05]
4	Snow from Streets	[1.90]
5	Water/sewage	[1.57]
6	Parks	[1.09]
7	Police	[0.93]
8	Building Code Enforcement	[0.87]
9	Street Sweeping	[0.67]
10	Street Maintenance	[0.57]
11	Five Year Quality of City Service Decline	[0.11]
12	Beaches and Bath Houses	[0.10]

#### IMPORTANCE OF SERVICES

In general residents of Manistee viewed the twelve services listed in Section III.D. as important. The average score across all responses for all importance of service questions was 1.99 from a maximum score of 3.00. This tends to indicate that they view the services as important.

The following is the ranking of importance of services from the most important (rank =1) to least important (rank=12) as perceived by citizens of Manistee. Keep in mind that a Relative Importance Score has +3 as a best and -3 as a worst possible aggregate response

Rank	Service	Relative Importance
1	Rescue Squad	[2.66]
2	Refuse Pickup	[2.42]
3	Beaches and Parks	[2.35]
4	Street Repair	[2.33]
5	Street Snow Removal	[2.15]
6	Brush and Leaf Pickup	[2.07]
7	Storm Water Control	[2.04]
8	Sidewalk Snow Removal	[1.79]
9	Bath Houses	[1.78]
10	Street Cleaning	[1.51]
11	Housing & Building Code Enforcement	[1.46]
12	Street Tree Service	[1.05]

#### GOVERNMENT RESPONSIVENESS

Citizens of Manistee feel that their government is responsive to them. While this is a positive feeling it is less positive than either the level of service citizens perceive that they receive and citizen perceptions that Manistee is a good place to live. While on first blush this may seem paradoxical, it is not inconsistent with the ability of the American Public to take service for granted and criticize the service providers. Note, however, that with an average responsiveness score of 0.87 and a standard deviation of 1.11 citizens still view government responsiveness positively.

If the City Council were removed from this index government responsiveness would approach that of citizen evaluation of service.

It is the case that the City Council has to balance requests for ordinances. Hence, when an ordinance is passed, some people are happy and some are unhappy. This is unlike the Fire Department responding to a call. Everyone is happy when the Fire Department responds. It would be impossible for the City Council to have a very positive rating if they were diligently doing the difficult job of passing laws for the City.

Citizens rank unit of government responsiveness as follows. Again +3 is most responsive and -3 is least responsive.

Rank.	Unit	Responsive
		Index
1	Fire	[1.96]
2	City Hall	[1.07]
3	Police	[0.83]
4	Garage	[0.61]
5	City Council	[0.19]

#### RECREATION AND CULTURAL OPPORTUNITIES

Citizens feel that there is a deficiency in recreational and cultural opportunities in Manistee. The largest deficiency is perceived to be activities for teenagers.

#### SALES TAX AND INDOOR SWIMMING POOL

There is no present support for instituting a sales tax to generate relief from property taxes.

Citizens tend to agree that an indoor, year-round swimming pool would be desirable.



APPENDIX A  
FREQUENCY DISTRIBUTIONS TO QUESTIONS

Question 1: Snow removal on streets is not an important city government service.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
strongly disagree	1	470	74.8	76.5	76.5
disagree	2	49	7.8	8.0	84.5
weakly disagree	3	8	1.3	1.3	85.8
neutral	4	14	2.2	2.3	88.1
weakly agree	5	7	1.1	1.1	89.3
agree	6	7	1.1	1.1	90.4
strongly agree	7	59	9.4	9.6	100.0
	0	14	2.2	MISSING	
		-----	-----	-----	
TOTAL		628	100.0	100.0	

Question 2: In Manistee, adults have adequate recreational opportunities.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
strongly disagree	1	101	16.1	16.5	16.5
disagree	2	29	4.6	4.7	21.2
weakly disagree	3	47	7.5	7.7	28.9
neutral	4	153	24.4	25.0	53.9
weakly agree	5	98	15.6	16.0	69.9
agree	6	61	9.7	10.0	79.9
strongly agree	7	123	19.6	20.1	100.0
	0	16	2.5	MISSING	
		-----	-----	-----	
TOTAL		628	100.0	100.0	

Question 3: Street repair is an important city government service.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
strongly disagree	1	36	5.7	5.9	5.9
disagree	2	12	1.9	2.0	7.8
weakly disagree	3	3	.5	.5	8.3
neutral	4	9	1.4	1.5	9.8
weakly agree	5	19	3.0	3.1	12.9
agree	6	60	9.6	9.8	22.6
strongly agree	7	475	75.6	77.4	100.0
	0	14	2.2	MISSING	
		-----	-----	-----	
TOTAL		628	100.0	100.0	

Question 4: Street tree service is not an important city government service.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
strongly disagree	1	233	37.1	38.2	38.2
disagree	2	70	11.1	11.5	49.7
weakly disagree	3	70	11.1	11.5	61.1
neutral	4	107	17.0	17.5	78.7
weakly agree	5	46	7.3	7.5	86.2
agree	6	31	4.9	5.1	91.3
strongly agree	7	53	8.4	8.7	100.0
	0	18	2.9	MISSING	
TOTAL		628	100.0	100.0	

Question 5: My neighborhood is unsafe at night.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
strongly disagree	1	220	35.0	35.9	35.9
disagree	2	105	16.7	17.2	53.1
weakly disagree	3	66	10.5	10.8	63.9
neutral	4	97	15.4	15.8	79.7
weakly agree	5	40	6.4	6.5	86.3
agree	6	31	4.9	5.1	91.3
strongly agree	7	53	8.4	8.7	100.0
	0	16	2.5	MISSING	
TOTAL		628	100.0	100.0	

Question 6: Snow removal on sidewalks is an important city government service

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
strongly disagree	1	41	6.5	6.7	6.7
disagree	2	25	4.0	4.1	10.7
weakly disagree	3	20	3.2	3.2	14.0
neutral	4	49	7.8	8.0	21.9
weakly agree	5	36	5.7	5.8	27.8
agree	6	74	11.8	12.0	39.8
strongly agree	7	371	59.1	60.2	100.0
	0	12	1.9	MISSING	
TOTAL		628	100.0	100.0	

Question 7: Street cleaning is not an important city government service.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
strongly disagree	1	309	49.2	50.2	50.2
disagree	2	87	13.9	14.1	64.4
weakly disagree	3	50	8.0	8.1	72.5
neutral	4	66	10.5	10.7	83.3
weakly agree	5	30	4.8	4.9	88.1
agree	6	27	4.3	4.4	92.5
strongly agree	7	46	7.3	7.5	100.0
	0	13	2.1	MISSING	
TOTAL		628	100.0	100.0	

Question 8: When I have contacted City Council, they have responded to my satisfaction.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
strongly disagree	1	65	10.4	11.5	11.5
disagree	2	26	4.1	4.6	16.1
weakly disagree	3	35	5.6	6.2	22.3
neutral	4	269	42.8	47.5	69.8
weakly agree	5	44	7.0	7.8	77.6
agree	6	38	6.1	6.7	84.3
strongly agree	7	89	14.2	15.7	100.0
	0	62	9.9	MISSING	
TOTAL		628	100.0	100.0	

Question 9: Maintaining benches and parks is an important city government service.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
strongly disagree	1	21	3.3	3.4	3.4
disagree	2	6	1.0	1.0	4.4
weakly disagree	3	6	1.0	1.0	5.4
neutral	4	33	5.3	5.4	10.7
weakly agree	5	26	4.1	4.2	15.0
agree	6	71	11.3	11.5	26.5
strongly agree	7	452	72.0	73.5	100.0
	0	13	2.1	MISSING	
TOTAL		628	100.0	100.0	

Question 10: When I have contacted the Police Department, they have not responded to my satisfaction.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
strongly disagree	1	230	36.6	38.5	38.5
disagree	2	68	10.8	11.4	49.9
weakly disagree	3	29	4.6	4.9	54.8
neutral	4	106	16.9	17.8	72.5
weakly agree	5	47	7.5	7.9	80.4
agree	6	37	5.9	6.2	86.6
strongly agree	7	80	12.7	13.4	100.0
	0	31	4.9	MISSING	
TOTAL		628	100.0	100.0	

Question 11: The city contractor does a poor job of picking up refuse from my street.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
strongly disagree	1	405	64.5	66.1	66.1
disagree	2	96	15.3	15.7	81.7
weakly disagree	3	23	3.7	3.8	85.5
neutral	4	24	3.8	3.9	89.4
weakly agree	5	6	1.0	1.0	90.4
agree	6	10	1.6	1.6	92.0
strongly agree	7	49	7.8	8.0	100.0
	0	15	2.4	MISSING	
TOTAL		628	100.0	100.0	

Question 12: Manistee is not a good community in which to retire.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
strongly disagree	1	338	53.8	55.0	55.0
disagree	2	78	12.4	12.7	67.8
weakly disagree	3	26	4.1	4.2	72.0
neutral	4	65	10.4	10.6	82.6
weakly agree	5	22	3.5	3.6	86.2
agree	6	20	3.2	3.3	89.4
strongly agree	7	65	10.4	10.6	100.0
	0	14	2.2	MISSING	
TOTAL		628	100.0	100.0	

Question 13: In Manistee, children under 12 do not have adequate recreational opportunities.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
strongly disagree	1	122	19.4	20.0	20.0
disagree	2	55	8.8	9.0	29.0
weakly disagree	3	36	5.7	5.9	34.9
neutral	4	109	17.4	17.9	52.8
weakly agree	5	63	10.0	10.3	63.1
agree	6	47	7.5	7.7	70.8
strongly agree	7	178	28.3	29.2	100.0
	0	18	2.9	MISSING	
		-----	-----	-----	
TOTAL		628	100.0	100.0	

Question 14: It is safe to shop downtown at night.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
strongly disagree	1	31	4.9	5.1	5.1
disagree	2	10	1.6	1.6	6.8
weakly disagree	3	17	2.7	2.8	9.6
neutral	4	81	12.9	13.3	22.9
weakly agree	5	45	7.2	7.4	30.3
agree	6	134	21.3	22.1	52.4
strongly agree	7	289	46.0	47.6	100.0
	0	21	3.3	MISSING	
		-----	-----	-----	
TOTAL		628	100.0	100.0	

Question 15: Maintaining storm water control (sewer separation) is not an important city government service.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
strongly disagree	1	407	64.8	66.8	66.8
disagree	2	75	11.9	12.3	79.1
weakly disagree	3	25	4.0	4.1	83.3
neutral	4	38	6.1	6.2	89.5
weakly agree	5	14	2.2	2.3	91.8
agree	6	10	1.6	1.6	93.4
strongly agree	7	40	6.4	6.6	100.0
	0	19	3.0	MISSING	
		-----	-----	-----	
TOTAL		628	100.0	100.0	

Question 16: People in Manistee are friendly and caring.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
strongly disagree	1	17	2.7	2.8	2.8
disagree	2	17	2.7	2.8	5.5
weakly disagree	3	30	4.8	4.9	10.4
neutral	4	100	15.9	16.3	26.7
weakly agree	5	87	13.9	14.2	40.9
agree	6	105	16.7	17.1	58.0
strongly agree	7	258	41.1	42.0	100.0
	0	14	2.2	MISSING	
		-----	-----	-----	
TOTAL		628	100.0	100.0	

Question 17: Traffic and noise congestion in my neighborhood is a problem.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
strongly disagree	1	206	32.8	33.6	33.6
disagree	2	90	14.3	14.7	48.2
weakly disagree	3	48	7.6	7.8	56.0
neutral	4	60	9.6	9.8	65.8
weakly agree	5	49	7.8	8.0	73.8
agree	6	36	5.7	5.9	79.6
strongly agree	7	125	19.9	20.4	100.0
	0	14	2.2	MISSING	
		-----	-----	-----	
TOTAL		628	100.0	100.0	

Question 18: The city provides poor rescue squad service.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
strongly disagree	1	414	65.9	68.0	68.0
disagree	2	64	10.2	10.5	78.5
weakly disagree	3	17	2.7	2.8	81.3
neutral	4	62	9.9	10.2	91.5
weakly agree	5	9	1.4	1.5	92.9
agree	6	17	2.7	2.8	95.7
strongly agree	7	26	4.1	4.3	100.0
	0	19	3.0	MISSING	
		-----	-----	-----	
TOTAL		628	100.0	100.0	

Question 19: The city is not making progress in the area of economic development.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
strongly disagree	1	76	12.1	12.6	12.6
disagree	2	34	5.4	5.6	18.2
weakly disagree	3	42	6.7	6.9	25.1
neutral	4	121	19.3	20.0	45.1
weakly agree	5	60	9.6	9.9	55.0
agree	6	56	8.9	9.3	64.3
strongly agree	7	216	34.4	35.7	100.0
	0	23	3.7	MISSING	
TOTAL		628	100.0	100.0	

Question 20: I would recommend living in Manistee.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
strongly disagree	1	44	7.0	7.2	7.2
disagree	2	20	3.2	3.3	10.4
weakly disagree	3	32	5.1	5.2	15.6
neutral	4	104	16.6	16.9	32.6
weakly agree	5	70	11.1	11.4	44.0
agree	6	68	10.8	11.1	55.0
strongly agree	7	276	43.9	45.0	100.0
	0	14	2.2	MISSING	
TOTAL		628	100.0	100.0	

Question 21: Housing and Building Code Enforcement is not an important city government service.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
strongly disagree	1	292	46.5	48.0	48.0
disagree	2	85	13.5	14.0	62.0
weakly disagree	3	50	8.0	8.2	70.2
neutral	4	85	13.5	14.0	84.2
weakly agree	5	30	4.8	4.9	89.1
agree	6	21	3.3	3.5	92.6
strongly agree	7	45	7.2	7.4	100.0
	0	20	3.2	MISSING	
TOTAL		628	100.0	100.0	



Question 22: The city does a good job of repairing/maintaining my street.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
strongly disagree	1	89	14.2	14.5	14.5
disagree	2	44	7.0	7.2	21.7
weakly disagree	3	40	6.4	6.5	28.2
neutral	4	98	15.6	16.0	44.2
weakly agree	5	89	14.2	14.5	58.7
agree	6	106	16.9	17.3	76.0
strongly agree	7	147	23.4	24.0	100.0
	0	15	2.4	MISSING	
		-----	-----	-----	
TOTAL		628	100.0	100.0	

Question 23: The city does a good job of maintaining bath houses and beaches.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
strongly disagree	1	97	15.4	16.0	16.0
disagree	2	61	9.7	10.0	26.0
weakly disagree	3	45	7.2	7.4	33.4
neutral	4	156	24.8	25.7	59.1
weakly agree	5	75	11.9	12.4	71.5
agree	6	74	11.8	12.2	83.7
strongly agree	7	99	15.8	16.3	100.0
	0	21	3.3	MISSING	
		-----	-----	-----	
TOTAL		628	100.0	100.0	

Question 24: In the last five years, the quality of city government services has declined.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
strongly disagree	1	116	18.5	19.2	19.2
disagree	2	61	9.7	10.1	29.3
weakly disagree	3	50	8.0	8.3	37.6
neutral	4	176	28.0	29.1	66.7
weakly agree	5	54	8.6	8.9	75.7
agree	6	44	7.0	7.3	82.9
strongly agree	7	103	16.4	17.1	100.0
	0	24	3.8	MISSING	
		-----	-----	-----	
TOTAL		628	100.0	100.0	

Question 25: To reduce property tax rates, the city should have a City Income Tax.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
strongly disagree	1	330	52.5	54.0	54.0
disagree	2	18	2.9	2.9	57.0
weakly disagree	3	9	1.4	1.5	58.4
neutral	4	153	24.4	25.0	83.5
weakly agree	5	12	1.9	2.0	85.4
agree	6	24	3.8	3.9	89.4
strongly agree	7	65	10.4	10.6	100.0
	0	17	2.7	MISSING	
		-----	-----	-----	
TOTAL		628	100.0	100.0	

Question 26: The city provides good fire protection service.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
strongly disagree	1	16	2.5	2.6	2.6
disagree	2	1	.2	.2	2.8
weakly disagree	3	5	.8	.8	3.6
neutral	4	38	6.1	6.2	9.8
weakly agree	5	31	4.9	5.0	14.8
agree	6	91	14.5	14.8	29.6
strongly agree	7	433	68.9	70.4	100.0
	0	13	2.1	MISSING	
		-----	-----	-----	
TOTAL		628	100.0	100.0	

Question 27: The city does a poor job of cleaning and sweeping my street.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
strongly disagree	1	191	30.4	31.2	31.2
disagree	2	99	15.8	16.2	47.3
weakly disagree	3	51	8.1	8.3	55.6
neutral	4	92	14.6	15.0	70.6
weakly agree	5	46	7.3	7.5	78.1
agree	6	39	6.2	6.4	84.5
strongly agree	7	95	15.1	15.5	100.0
	0	15	2.4	MISSING	
		-----	-----	-----	
TOTAL		628	100.0	100.0	

Question 28: Manistee is a safe community to live in.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
strongly disagree	1	15	2.4	2.4	2.4
disagree	2	14	2.2	2.3	4.7
weakly disagree	3	20	3.2	3.3	8.0
neutral	4	77	12.3	12.5	20.5
weakly agree	5	75	11.9	12.2	32.7
agree	6	130	20.7	21.2	53.9
strongly agree	7	283	45.1	46.1	100.0
	0	14	2.2	MISSING	
		-----	-----	-----	
TOTAL		628	100.0	100.0	

Question 29: The city provides good water and sewer service in my neighborhood.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
strongly disagree	1	47	7.5	7.7	7.7
disagree	2	25	4.0	4.1	11.7
weakly disagree	3	17	2.7	2.8	14.5
neutral	4	56	8.9	9.1	23.7
weakly agree	5	61	9.7	10.0	33.6
agree	6	112	17.8	18.3	51.9
strongly agree	7	295	47.0	48.1	100.0
	0	15	2.4	MISSING	
		-----	-----	-----	
TOTAL		628	100.0	100.0	

Question 30: Brush and leaf pickup is an important city government service.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
strongly disagree	1	24	3.8	3.9	3.9
disagree	2	5	.8	.8	4.7
weakly disagree	3	13	2.1	2.1	6.9
neutral	4	49	7.8	8.0	14.9
weakly agree	5	60	9.6	9.8	24.7
agree	6	80	12.7	13.1	37.7
strongly agree	7	381	60.7	62.3	100.0
	0	16	2.5	MISSING	
		-----	-----	-----	
TOTAL		628	100.0	100.0	

Question 31: When I have contacted City Hall, they have responded to my satisfaction.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
strongly disagree	1	32	5.1	5.4	5.4
disagree	2	24	3.8	4.0	9.4
weakly disagree	3	31	4.9	5.2	14.6
neutral	4	167	26.6	28.1	42.8
weakly agree	5	66	10.5	11.1	53.9
agree	6	78	12.4	13.1	67.0
strongly agree	7	196	31.2	33.0	100.0
	0	34	5.4	MISSING	
		-----	-----	-----	
	TOTAL	628	100.0	100.0	

Question 32: Manistee is a good community to bring up children in.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
strongly disagree	1	13	2.1	2.1	2.1
disagree	2	7	1.1	1.2	3.3
weakly disagree	3	25	4.0	4.1	7.4
neutral	4	53	8.4	8.7	16.1
weakly agree	5	71	11.3	11.7	27.8
agree	6	115	18.3	18.9	46.7
strongly agree	7	324	51.6	53.3	100.0
	0	20	3.2	MISSING	
		-----	-----	-----	
	TOTAL	628	100.0	100.0	

Question 33: Refuse pickup is an important city government service.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
strongly disagree	1	20	3.2	3.3	3.3
disagree	2	3	.5	.5	3.8
weakly disagree	3	4	.6	.7	4.4
neutral	4	26	4.1	4.3	8.7
weakly agree	5	18	2.9	2.9	11.6
agree	6	91	14.5	14.9	26.5
strongly agree	7	449	71.5	73.5	100.0
	0	17	2.7	MISSING	
		-----	-----	-----	
	TOTAL	628	100.0	100.0	

Question 34: In Manistee, teenagers do not have adequate recreational opportunities.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
strongly disagree	1	71	11.3	11.7	11.7
disagree	2	32	5.1	5.3	16.9
weakly disagree	3	25	4.0	4.1	21.0
neutral	4	96	15.3	15.8	36.8
weakly agree	5	65	10.4	10.7	47.5
agree	6	74	11.8	12.2	59.6
strongly agree	7	246	39.2	40.4	100.0
	0	19	3.0	MISSING	
		-----	-----	-----	
TOTAL		628	100.0	100.0	

Question 35: Manistee does not have an adequate range and supply of cultural activities, such as plays, art, music, etc.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
strongly disagree	1	141	22.5	23.2	23.2
disagree	2	67	10.7	11.0	34.3
weakly disagree	3	61	9.7	10.0	44.3
neutral	4	117	18.6	19.3	63.6
weakly agree	5	83	13.2	13.7	77.3
agree	6	57	9.1	9.4	86.7
strongly agree	7	81	12.9	13.3	100.0
	0	21	3.3	MISSING	
		-----	-----	-----	
TOTAL		628	100.0	100.0	

Question 36: Maintaining bath houses is not an important city government service.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
strongly disagree	1	348	55.4	57.2	57.2
disagree	2	87	13.9	14.3	71.5
weakly disagree	3	41	6.5	6.7	78.3
neutral	4	57	9.1	9.4	87.7
weakly agree	5	18	2.9	3.0	90.6
agree	6	11	1.8	1.8	92.4
strongly agree	7	46	7.3	7.6	100.0
	0	20	3.2	MISSING	
		-----	-----	-----	
TOTAL		628	100.0	100.0	

Question 37: When I have contacted the Fire Department, they  
have responded to my satisfaction.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
strongly disagree	1	9	1.4	1.6	1.6
disagree	2	2	.3	.4	1.9
weakly disagree	3	1	.2	.2	2.1
neutral	4	150	23.9	26.3	28.4
weakly agree	5	10	1.6	1.8	30.2
agree	6	53	8.4	9.3	39.5
strongly agree	7	345	54.9	60.5	100.0
	0	58	9.2	MISSING	
TOTAL		628	100.0	100.0	

Question 38: The city does a good job of maintaining parks.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
strongly disagree	1	41	6.5	6.7	6.7
disagree	2	31	4.9	5.1	11.8
weakly disagree	3	35	5.6	5.8	17.6
neutral	4	97	15.4	16.0	33.6
weakly agree	5	102	16.2	16.8	50.3
agree	6	125	19.9	20.6	70.9
strongly agree	7	177	28.2	29.1	100.0
	0	20	3.2	MISSING	
TOTAL		628	100.0	100.0	

Question 39: The city should have an indoor, year-round swimming  
pool.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
strongly disagree	1	129	20.5	21.2	21.2
disagree	2	19	3.0	3.1	24.3
weakly disagree	3	14	2.2	2.3	26.6
neutral	4	115	18.3	18.9	45.6
weakly agree	5	39	6.2	6.4	52.0
agree	6	31	4.9	5.1	57.1
strongly agree	7	261	41.6	42.9	100.0
	0	20	3.2	MISSING	
TOTAL		628	100.0	100.0	

Question 40: Maintaining a rescue squad is an important city government service.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
strongly disagree	1	9	1.4	1.5	1.5
disagree	2	4	.6	.7	2.1
weakly disagree	3	2	.3	.3	2.5
neutral	4	14	2.2	2.3	4.7
weakly agree	5	15	2.4	2.5	7.2
agree	6	55	8.8	9.0	16.2
strongly agree	7	513	81.7	83.8	100.0
	0	16	2.5	MISSING	
		-----	-----	-----	
TOTAL		628	100.0	100.0	

Question 41: The city does a good job of removing snow from my street.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
strongly disagree	1	24	3.8	3.9	3.9
disagree	2	19	3.0	3.1	7.0
weakly disagree	3	14	2.2	2.3	9.3
neutral	4	45	7.2	7.4	16.7
weakly agree	5	59	9.4	9.7	26.4
agree	6	127	20.2	20.8	47.1
strongly agree	7	323	51.4	52.9	100.0
	0	17	2.7	MISSING	
		-----	-----	-----	
TOTAL		628	100.0	100.0	

Question 42: The city does a good job of enforcing Building/Housing Codes.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
strongly disagree	1	32	5.1	5.4	5.4
disagree	2	18	2.9	3.0	8.4
weakly disagree	3	16	2.5	2.7	11.0
neutral	4	237	37.7	39.6	50.7
weakly agree	5	70	11.1	11.7	62.4
agree	6	77	12.3	12.9	75.3
strongly agree	7	148	23.6	24.7	100.0
	0	30	4.8	MISSING	
		-----	-----	-----	
TOTAL		628	100.0	100.0	

Question 43: When I have contacted the City Garage, they have not responded to my satisfaction.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
strongly disagree	1	145	23.1	25.5	25.5
disagree	2	53	8.4	9.3	34.9
weakly disagree	3	27	4.3	4.8	39.6
neutral	4	245	39.0	43.1	82.7
weakly agree	5	26	4.1	4.6	87.3
agree	6	20	3.2	3.5	90.8
strongly agree	7	52	8.3	9.2	100.0
	0	60	9.6	MISSING	
	TOTAL	628	100.0	100.0	

Question 44: The city provides poor police protection service.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
strongly disagree	1	217	34.6	35.6	35.6
disagree	2	84	13.4	13.8	49.4
weakly disagree	3	50	8.0	8.2	57.6
neutral	4	110	17.5	18.1	75.7
weakly agree	5	50	8.0	8.2	83.9
agree	6	39	6.2	6.4	90.3
strongly agree	7	59	9.4	9.7	100.0
	0	19	3.0	MISSING	
	TOTAL	628	100.0	100.0	

Question 45: The number of years respondent has lived in Manistee.

Variable	Mean	Std Dev	Minimum	Maximum	N
YEARS	37.36	24.49	0	89	628

Question 46: Age of respondent.

Variable	Mean	Std Dev	Minimum	Maximum	N
AGE	52.84	20.61	0	93	628



Question 47: Sex of respondent.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	351	55.9	95.9	95.9
	6	1	.2	.3	96.2
	9	14	2.2	3.8	100.0
	0	262	41.7	MISSING	
		-----	-----	-----	
	TOTAL	628	100.0	100.0	

Question 48 Section of town in which respondent lives.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
North side of town	1	149	23.7	24.8	24.8
West of US-31 (Cyprus St.)	2	269	42.8	44.8	69.6
East of US-31 (Cyprus St.)	3	183	29.1	30.4	100.0
	0	27	4.3	MISSING	
		-----	-----	-----	
	TOTAL	628	100.0	100.0	

Question 49: Based on total number of people living in your household (family size) is your family's total annual income BELOW the following amounts?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Below HUD limit	1	280	44.6	51.9	51.9
Above HUD limit	2	260	41.4	48.1	100.0
	0	88	14.0	MISSING	
		-----	-----	-----	
	TOTAL	628	100.0	100.0	

Four mailings were made to members of the sample. The following table indicates the response rate for each wave.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
First Mailing	1	394	62.7	62.7	62.7
Second Mailing	2	140	22.3	22.3	85.0
Third Mailing	3	67	10.7	10.7	95.7
Fourth Mailing	4	27	4.3	4.3	100.0
		-----	-----	-----	
TOTAL		628	100.0	100.0	

APPENDIX B

AGGREGATE SCORES ON  
TOPICS OF QUESTIONS

Variable	Mean	Std Dev	Minimum	Maximum	N
Q1	2.15	1.88	-3.00	3	614
Q2	.30	2.01	-3.00	3	612
Q3	2.33	1.61	-3.00	3	614
Q4	1.05	1.99	-3.00	3	610
Q5	1.10	1.97	-3.00	3	612
Q6	1.79	1.88	-3.00	3	616
Q7	1.51	1.95	-3.00	3	615
Q8	.19	1.74	-3.00	3	566
Q9	2.35	1.40	-3.00	3	615
Q10	.83	2.20	-3.00	3	597
Q11	2.05	1.79	-3.00	3	613
Q12	1.53	2.07	-3.00	3	614
Q13	-.29	2.28	-3.00	3	610
Q14	1.73	1.68	-3.00	3	607
Q15	2.04	1.75	-3.00	3	609
Q16	1.56	1.61	-3.00	3	614
Q17	.57	2.35	-3.00	3	614
Q18	2.08	1.66	-3.00	3	609
Q19	-.80	2.12	-3.00	3	605
Q20	1.35	1.90	-3.00	3	614
Q21	1.46	1.92	-3.00	3	608
Q22	.57	2.08	-3.00	3	613
Q23	.10	2.00	-3.00	3	607
Q24	.11	2.03	-3.00	3	604
Q25	-1.28	2.12	-3.00	3	611
Q26	2.37	1.27	-3.00	3	615
Q27	.67	2.19	-3.00	3	613
Q28	1.78	1.52	-3.00	3	614
Q29	1.57	1.89	-3.00	3	613
Q30	2.07	1.53	-3.00	3	612
Q31	1.07	1.78	-3.00	3	594
Q32	1.97	1.45	-3.00	3	608
Q33	2.42	1.31	-3.00	3	611
Q34	-1.07	2.10	-3.00	3	609
Q35	.29	2.07	-3.00	3	607
Q36	1.78	1.85	-3.00	3	608
Q37	1.96	1.46	-3.00	3	570
Q38	1.09	1.82	-3.00	3	608
Q39	.73	2.38	-3.00	3	608
Q40	2.66	1.01	-3.00	3	612
Q41	1.90	1.61	-3.00	3	611
Q42	.87	1.65	-3.00	3	598
Q43	.61	1.83	-3.00	3	568
Q44	.93	2.05	-3.00	3	609

Variable	Mean	Std Dev	Minimum	Maximum	N
YEARS <sup>1</sup>	37.36	24.49	0	89	628
AGE <sup>2</sup>	52.84	20.61	0	93	628
RESP <sup>3</sup>	.87	1.11	-2.40	3.00	535
IMPORT <sup>4</sup>	1.99	.83	-2.50	3.00	591
SERVICE <sup>5</sup>	1.18	.91	-2.42	3.00	578
QUALMAN <sup>6</sup>	1.45	1.04	-2.13	3.00	595
RECCUL <sup>7</sup>	-.19	1.49	-3.00	3.00	603

#### FOOTNOTES

1. Question 45
2. Question 46
3. Responsiveness of Government index, Questions 8, 10, 31, 37, 43 summed and divided by 5.
4. Importance of Services index, Questions 1, 3, 4, 6, 7, 9, 15, 21, 30, 33, 36, 40 summed and divided by 12.
5. Quality of Government Services index, Questions 11, 18, 22, 23, 24, 26, 27, 29, 38, 41, 42, 44 summed and divided by 12.
6. Quality of Life in Manistee Index, Questions 5, 12, 14, 16, 17, 20, 28, 32 summed and divided by 8.
7. Recreational and Cultural Opportunities Index, Questions 2, 13, 34 and 35 summed and divided by 4.

APPENDIX C  
SURVEY INSTRUMENT

Strongly Disagree							Strongly Agree	Undecided
1	2	3	4	5	6	7		8

- \_\_\_\_\_ 1. Snow removal on streets is not an important city government service.
- \_\_\_\_\_ 2. In Manistee, adults have adequate recreational opportunities.
- \_\_\_\_\_ 3. Street repair is an important city government service.
- \_\_\_\_\_ 4. Street tree service is not an important city government service.
- \_\_\_\_\_ 5. My neighborhood is unsafe at night.
- \_\_\_\_\_ 6. Snow removal on sidewalks is an important city government service.
- \_\_\_\_\_ 7. Street cleaning is not an important city government service.
- \_\_\_\_\_ 8. When I have contacted City Council, they have responded to my satisfaction.
- \_\_\_\_\_ 9. Maintaining beaches and parks is an important city government service.
- \_\_\_\_\_ 10. When I have contacted the Police Department, they have not responded to my satisfaction.
- \_\_\_\_\_ 11. The city contractor does a poor job of picking up refuse from my street.
- \_\_\_\_\_ 12. Manistee is not a good community in which to retire.
- \_\_\_\_\_ 13. In Manistee, children under 12 do not have adequate recreational opportunities.

---

Strongly  
Disagree  
1

2

3

4

5

6

Strongly  
Agree  
7

Undecided  
8

---

- \_\_\_\_ 14. It is safe to shop downtown at night.
- \_\_\_\_ 15. Maintaining storm water control (sewer separation) is not an important city government service.
- \_\_\_\_ 16. People in Manistee are friendly and caring.
- \_\_\_\_ 17. Traffic and noise congestion in my neighborhood is a problem.
- \_\_\_\_ 18. The city provides poor rescue squad service.
- \_\_\_\_ 19. The city is not making progress in the area of economic development.
- \_\_\_\_ 20. I would recommend living in Manistee.
- \_\_\_\_ 21. Housing and Building Code Enforcement is not an important city government service.
- \_\_\_\_ 22. The city does a good job of repairing/maintaining my street.
- \_\_\_\_ 23. The city does a good job of maintaining bath houses and beaches.
- \_\_\_\_ 24. In the last five years, the quality of city government services has declined.
- \_\_\_\_ 25. To reduce property tax rates, the city should have a City Income Tax.
- \_\_\_\_ 26. The city provides good fire protection service.
- \_\_\_\_ 27. The city does a poor job of cleaning and sweeping my street.
- \_\_\_\_ 28. Manistee is a safe community to live in.
- \_\_\_\_ 29. The city provides good water and sewer service in my neighborhood.



Strongly  
Disagree  
1

2

3

4

5

6

Strongly  
Agree  
7

Undecided  
8

- 
- \_\_\_\_ 30. Brush and leaf pickup is an important city government service.
- \_\_\_\_ 31. When I have contacted City hall, they have responded to my satisfaction.
- \_\_\_\_ 32. Manistee is a good community to bring up children in.
- \_\_\_\_ 33. Refuse pickup is an important city government service.
- \_\_\_\_ 34. In Manistee, teenagers do not have adequate recreational opportunities.
- \_\_\_\_ 35. Manistee does not have an adequate range and supply of cultural activities, such as plays, art, music, etc.
- \_\_\_\_ 36. Maintaining bath houses is not an important city government service.
- \_\_\_\_ 37. When I have contacted the Fire Department, they have responded to my satisfaction.
- \_\_\_\_ 38. The city does a good job of maintaining parks.
- \_\_\_\_ 39. The city should have an indoor, year-round swimming pool.
- \_\_\_\_ 40. Maintaining a rescue squad is an important city government service.
- \_\_\_\_ 41. The city does a good job of removing snow from my street.
- \_\_\_\_ 42. The city does a good job of enforcing Building/Housing codes.
- \_\_\_\_ 43. When I have contacted the City Garage, they have not responded to my satisfaction.
- \_\_\_\_ 44. The city provides poor police protection service.

THE FOLLOWING INFORMATION IS NEEDED FOR GRANT APPLICATIONS

45. Number of years you have lived in Manistee \_\_\_\_\_.

46. Age \_\_\_\_\_.

47. Sex \_\_\_\_\_.

48. I live (check one): \_\_\_\_\_ Northside of town  
 \_\_\_\_\_ West of US-31 (Cypress Street)  
 \_\_\_\_\_ East of US-31 (Cypress Street)

49. Based on the total number of people living in your household (family size), is your family's total annual income BELOW the following amounts?

My family consists of:	Myself	2 People	3 People	4 People	5 People	6 People	7 People	8 or More People
Total Annual Family Income Is:	\$15,200	\$17,350	\$19,550	\$21,700	\$23,050	\$24,400	\$25,750	\$27,150

\_\_\_\_\_ Yes (below amount)      \_\_\_\_\_ No (above amount)

Thank you very much. Please return this questionnaire to:

Center for Governmental Research  
 Central Michigan University  
 Mt. Pleasant, MI 48859

APPENDIX D  
UNSOLICITED WRITTEN COMMENTS  
FROM RESPONDENTS

## MANISTEE OPINION SURVEY

QUESTION 1: Snow removal on streets is not an important city government service.

Snow removal

It should be.

Untrained personnel.

QUESTION 2: In Manistee, adults have adequate recreational opportunities.

Adult recreation

We have plenty to do.

Some.

QUESTION 5: My neighborhood is unsafe at night.

Unsafe neighborhood at night

So far so good.

Dope sellers!!!!

It's safe.

Unsafe because cops are sleeping or drinking coffee all night at Bird Feeder.

QUESTION 7: Street cleaning is not an important city government service.

Street cleaning important service

Not too good.

Especially after Spring pickup.

QUESTION 8: When I have contacted City Council, they have responded to my satisfaction.

City Council contact satisfaction

Neither the City Council member, Police or city garage seem to have the ability to carry on a civilized conversation with the employing tax payers.

Only upon repeated contacts have they responded.

QUESTION 9: Maintaining beaches and parks is an important city government service.

Maintaining beaches/parks

VERY!!! What a disgrace--fire the manager!

Improving.

Our city does neither.

QUESTION 10: When I have contacted the Police Department, they have not responded to my satisfaction.

Police contact satisfaction

Some do, some don't!

Our city police are overpaid, lazy and lack the initiative to do something about dope or thieves. They'd rather talk about what they can't do, rather than do what they can.

Complained about neighbor's dog (neighbor is City employee) and police told him we called after they said they would keep confidentiality. Neighbor is still mad.

Were wonderful to my husband and mother, both with mental problems.

Only certain officers respond: Taylor Graboski.

QUESTION 11: The city contractor does a poor job of picking up refuse from my street.

City contractor

Good job.

QUESTION 12: Manistee is not a good community in which to retire.

Community to retire in

It's for retirees only!

The best!!

That's all its good for--to retire in.

You have to be retired to live there is no jobs.

Seniors need more help.

That's one of its finest qualities. Too bad for the young.

QUESTION 13: In Manistee, children under 12 do not have adequate recreational opportunities.

Children under 12 recreational opportunities

Parents should spend time with them and show and teach how to do things.

I'm not sure I even know about all of them.

Don't need anymore. Have too much already.

Should have other means of financing.

They have opportunities, but they cost money. They should have more free recreational activities.

QUESTION 14: It is safe to shop downtown at night.

Shop downtown at night safely

Stores are not usually open at night--difficult to answer.

Nothing's open.

We need foot patrols visible and active. Our cops and meter maid would rather joke and laugh with trouble causers than have the guts to take action.

No stores to shop in.

What's down their except on Friday nights?

Never shop at night.

No stores are open!

No place in town to shop at night, have to go to Filer township.

I wonder about those drinkers and dopers.

There are no shops open at night.

But there is nothing to shop for downtown.

The downtown store aren't open.

Nothing is open.

No one is open.

Nothing open.

Downtown merchants all close at 5:30 p.m. Not convenient for public at all.

There is no shopping at night! Only a few stores are open till 8:00 p.m. Why bother when you can hit all stores during daytime.

Shop for what?

QUESTION 16: People in Manistee are friendly and caring.

People of Manistee

Sometimes.

Some are, some aren't.

Who's opinion?!

If you have money.

QUESTION 17: Traffic and noise congestion in my neighborhood is a problem.

Traffic/noise problem

I suppose it is in some areas.

Business employees taking up all the parking and too many damn Dial-A-Ride buses.

Semi trucks is a problem.

QUESTION 18: The city provides poor rescue squad service.

Rescue squad service

The best.

Very good service.

QUESTION 19: The city is not making progress in the area of economic development.

Economic progress

I suppose it takes time.

City of Manistee does not let new businesses in to employ more working people.

Excellent!

We're trying hard!!

They are in some respects.

Slow, but they're getting there.

Look at all the jobs and factories they let go.

QUESTION 20: I would recommend living in Manistee.

Recommendation

No work.

Depending on the individual.

Its a great place, but there's not enough work.

Depends on the age of the people and where they came from.

Only if you have steady employment.

QUESTION 21: Housing and Building Code Enforcement is not an important city government service.

Housing/Building Code Enforcement

How many people know what your taking about?

There are some County, State and Federal codes. I don't believe we need four level of inspectors to do one job, at the tax payers expense.

QUESTION 22: The city does a good job of repairing/maintaining my street.

Repairing/maintaining streets

Yes, but not the sidewalks.

The sidewalks are terrible--8th Street.

QUESTION 23: The city does a good job of maintaining bath houses and beaches.

City maintenance of bath house/beach

That should be their job.

Same as #9. What a joke, no one with an imagination! No retaining walls. Sand all over! Black top poor! Cement stoppers look terrible. The manager should get out of his office and take a ride! I guess maybe where he came from this looks great to him!

Improved this year.

Has improved this year.

Especially recently.

Very poor! Workers unproductive!

Yes, except for glass on beaches.



**QUESTION 24:** In the last five years, the quality of city government services has declined.

City government services

Just the opposite.

**QUESTION 25:** To reduce property tax rates, the city should have a City Income Tax.

City Income Tax

That should be talked about at the commissioners' meeting.

How about the city employees that live outside the city. Will they pay income tax to the city?

In place of--maybe. "Reduce"--NO!!

Where is all of the oil revenue going?

I would move to another town.

NO!!!

Please explain this "City tax".

Use oil royalties.

**QUESTION 26:** The city provides good fire protection service.

Fire Protection

Yes, with fully manned department.

Too expensive for usage.

But in recent years have weakened its force by not keeping it full strength.

Yes, for the manpower they have.

Great!

Too good.

Needs a high-rise ladder truck.

It costs us a lot. At a very high cost.

QUESTION 27: The city does a poor job of cleaning and sweeping my street.

Street cleaning/sweeping

Not swept in two years.

Does not apply to curbs.

QUESTION 28: Manistee is a safe community to live in.

Safe Community

If the people do so.

Was safer in earlier years. Darn dope addicts no good.

Physically safe and "relatively" safe.

Yes, although I don't know what it will be like once the prison is built.

Depends on where you live.

QUESTION 29: The city provides good water and sewer service in my neighborhood.

Good water/sewer service

Poor pressure.

Yes, for the manpower they have.

No service. My neighbor and I clean out the drains. The city has NEVER!!

They charge too much and the ready to serve is way too much and an unfair charge.

Poor meter reading.

Our water has white particles floating in it. I think there are too many chemicals in the water. Also, our sewer has backed up a few times.

Water is rusty 90% of the time.

Yes, but very expensive!

QUESTION 30: Brush and leaf pickup is an important city government service.

Brush/leaf pickup

Shouldn't residents take care of this? My husband and I do.

QUESTION 31: When I have contacted City Hall, they have responded to my satisfaction.

City Hall contact satisfaction

Treasurer, clerk and buildingsman Jerry S. do good. Fire the rest.

Sometimes.

Only upon repeated contacts have they responded.

QUESTION 32: Manistee is a good community to bring up children in.

Good community to raise children

Too many bars and easy access to booze and drugs.

My husband has been working out of town because we both enjoy raising our four children in Manistee. I have lived all of my life in Manistee and I moved to Grand Rapids to live there one year and I hated it.

QUESTION 34: In Manistee, teenagers do not have adequate recreational opportunities.

Teenage recreation

There should be some way.

There is plenty to do. I think too many people want to be entertained without doing anything that could cause sweat.

10-15 years ago our children were kept busy.

My teens are never bored--don't need preplanned activities--we have beaches, woods, school activities, etc.

People need to be more creative when they define recreational opportunities.  
We need to entertain ourselves more in this region.

They have a lot more than others and they are spoiled rotten.

Should have other means of financing

QUESTION 35: Manistee does not have an adequate range and supply of cultural activities, such as plays, art, music, etc.

Cultural Activities

That could be up to young folks.

Ticket price too high at Ramsdell Theatre.

Good!!

Should have other means of financing.

QUESTION 36: Maintaining bath houses is not an important city government service.

Maintaining bath houses not important

It reflects our image!!

City does a poor job and police do a poor job in watching over these buildings.

We should maintain if we're going to encourage tourists to spend money here.

QUESTION 37: When I have contacted the fire department, they have responded to my satisfaction.

Contact satisfaction of fire dept.

Excellent.

Need separate fire and police departments. Don't try to mix cops in with firemen.

QUESTION 38: The city does a good job of maintaining parks.

Park maintenance

I would like to see the lights fixed at 1st Street Beach tennis courts.

Improving.

Have to be criticized some times before clean up.

Red Szymasek park gets little or none. Only when the arts and crafts show is here.

Red Szymasek would roll over in his grave if he saw Sands Park and the rest are very shameful.

Careless work is done and not until mid-summer.

**QUESTION 39:** The city should have an indoor, year-round swimming pool.

Year-round swimming pool

Not enough people to draw from to use it.

It would be nice, but can we afford it?

Should be independently built and operated; not the city.

Very important!

Not needed--Let the Jaycees of Kiwanias or Rotary provide one if they want.

There is two that you can get to.

This would also be good for kids--swim teams and diving teams. I grew up with these things in our school and think highly of this.

Not if it raises my property taxes.

**QUESTION 40:** Maintaining a rescue squad is an important city government service.

Rescue squad

If we go to a volunteer Fire Department, there is no reason the city police and sheriff can't do the rescue service, from their cars.

YES!!

**QUESTION 41:** The city does a good job of removing snow from my street.

Snow removal

Shovel sidewalks?

Do a very poor job because of business employees parking on street all day.

**QUESTION 42:** The city does a good job of enforcing Building/Housing codes.

Enforcement of Building/Housing codes

Sometimes too good.

Too many.

Again, who knows about these things?

I am not up to date on that issue.

**QUESTION 43:** When I have contacted the City Garage, they have not responded to my satisfaction.

Contact satisfaction of city garage

Just super.

**QUESTION 44:** The city provides poor police protection service.

Poor police protection

Why does the city spend a lot of money on fire works? They could put that to better use and the public should know that we used to have longer summers then we do now.

The detective program is a joke.

Not all officers but many, would rather put police car in their garage, stay home, drink coffee and watch TV during their shift.

You only see certain officers patrol the areas. Where are the others?

**QUESTION 49:** Based on the total number of people living in your household (family size) is your family's total annual income BELOW the following amounts?

Family's total income

Yes--I live on my social security checks.

I do not care to discuss my income.

I live on my social security checks.

Retired.

GENERAL PERSONAL COMMENTS

I appreciate the opportunity to participate in this survey.

We do not need the River Walk. Fix our streets, and sewers. Thank you.

This survey is extremely confusing due to negative statements mixed in with positive.

Good job! Only more employment here--Please!

Actually, 16th Street is not right in the city of Manistee. However, I am still checking what happens on my street regardless of who provides the service, city or township.

This survey can be translated, in any way as to be self serving for local government agencies--any references to this survey being an accurate representation of city residents is ridiculous.

This is a stupid survey--it is too repetitious. The City of Manistee has a lot of money to waste. This is the third envelope I received--I hope it's the last!

It is time the city officials brought in some plants, and not worry about the tourists so much.

Where the city allows the tractor trailers to park on sidewalks and the tax payer pays, also look at for two week at a time and smell diesel fuel.

The dumbest thing the city has done is allowed the north end of 5th Avenue parking lot to be closed. I don't think that is a safe way to slow traffic.

This is a very deceiving questionnaire to the average person and I am well assured you are aware of this. For what reasons, I don't know.

It appears to me that the current City Manager and the Council are more interested in having Manistee a tourist attraction than they are in attracting new industry to replace the lost industrial jobs and keeping young people interested in earning a living in Manistee.

Minimum wage jobs in motels and fast food restaurants are not the type of jobs that keep capable young people in the community and make it grow.

Tourist business is important to merchants but more important to all residents is an increased tax base created by industrial development.

The fire department is well equipped for residential fires but does not have equipment to put out a fire in the business section. Hoses held at street level are not adequate.

This questionnaire was discarded by an A.D.C. mother who spends most of her time in a bar.

The majority of the welfare recipients in this town are not concerned about what is happening around them.

The city is not concerned about the general public, but they work hard for special interest groups.

This city is too corrupt to ever amount to anything. They have in excess of 4 million dollars in oil and gas money from oil wells that is not used for for local projects. We have been trying for a long time to sell our property and move but the economy is so bad our property isn't worth much.

I love to live in Manistee, my children can learn a lot by living in Manistee. They don't need to live in a big city (Grand Rapids) to learn. They enjoy our town.

My husband's oldest daughter when she first moved here hated this town. I told her to give Manistee a chance and now she really enjoys Manistee and she lived in Grand Rapids for 14½ years. Now she wants to graduate here and in two years she'll finish school here in Manistee. Manistee is a great town for raising children. It has federal parks that are very educational and Sand Lake that is a great place to swim.

Some of the questions are quite confusing. This should have been simplified to answer with a yes or no, not strongly disagree or agree.

I am 87 years old and live in a federally funded apartment for the elderly or low income people; these things do not apply to me.